

News Connection

A monthly newsletter for DSHS staff and friends

Clients receiving multiple services will be served more efficiently through new *No Wrong Door* program

The Department of Social and Health Services has taken the first step in a major initiative to help clients who receive more than one service from the agency that deals with issues as diverse as alcoholism, aging, juvenile rehabilitation, foster care, developmental disabilities and welfare. The agency-wide initiative is called *No Wrong Door*.

“One of the most important values of DSHS is that our many programs are able to coordinate services to our shared clients. Management and technological advances now enable us to be even more effective in coordinating services,” said Secretary Dennis Braddock.

Under *No Wrong Door*, staff will discuss client needs at multidisciplinary teams that include all case managers or contracted providers serving the same client or his or her family. The client also will participate on the team as much as possible.

In addition, computer systems are being developed that will help workers communicate with each other more easily.

Team members will receive cross training so they will have a better understanding of each other’s programs.

Start-up projects this January will focus on three DSHS client populations:

- Persons and families receiving Long-Term Temporary Assistance to Needy Families (TANF) payments
- Troubled children and teens and their families
- People with multiple disabilities

The start-ups will be located in Seattle, Vancouver, Wenatchee, Yakima, Puyallup and Spokane. The start-up projects will be expanded gradually through the agency.

As a first step to better case coordination, DSHS policy and legal experts have produced a universal consent document providing clients the ability to authorize the exchange of confidential information in order to ensure DSHS professionals and private providers have a full understanding of all their problems and needs. That information will help the case managers coordinate effective assistance.

Secretary Braddock noted that clients are protected by dozens of state and federal confidentiality laws that in the past have created barriers to the internal sharing of information by the people trying to help them.

“Often problems, such as alcoholism and child or elder abuse, are linked. In such cases, we need to be able to help a client end drug and alcohol abuse in order to prevent the abuse



of a vulnerable person. Now we will be able to talk to each other about how best to coordinate services to these clients,” he said.

He also noted that 51 percent of DSHS’ 1.3 million clients also require some form of income assistance in addition to help with abuse, chemical addiction, medical, mental, disability and other issues.

The new form, known as the Consent to Exchange Confidential Information for Services Coordination (available on the DSHS Internet Web site at: http://www.wa.gov/dshs/dshsforms/forms/14_012.doc), emphasizes client selection of the agencies and individuals who may exchange verbal, electronic or other forms of information about him or her.

The form includes in one document the legal requirements needed to exchange information relating to programs offered by DSHS that previously was included in a large number of duplicative forms offered by various programs.

For more information on the *No Wrong Door* program, contact Laurie Evans at (360) 902-7505.

TVW broadcasts Bench-Bar-Press panel discussing fairness for civil defendants, including DSHS

TVW, Washington’s statewide public-affairs television network, broadcast DSHS Secretary Dennis Braddock and other panelists who recently debated the issue of how the legal profession and the news media can best strike the proper balance between the public’s constitutional right to a free press and its constitutional right to a fair trial.

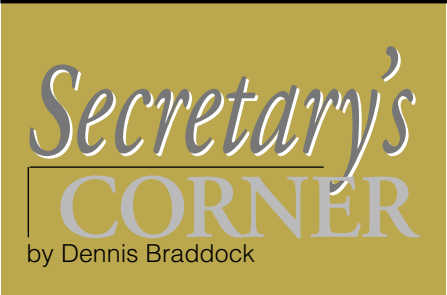
On Nov. 2, DSHS Secretary Dennis Braddock participated in a panel moderated by State Supreme Court Justice Faith Ireland. The panel discussed Secretary Braddock’s request to the Bench-Bar-Press Committee of Washington that the committee consider including civil litigation in its long-standing voluntary guiding principles for pretrial statements in criminal

cases. While there was some sympathy among committee members for studying Secretary Braddock’s proposal, the Bench-Bar-Press Committee of Washington (BBP) voted by a show of hands not to include civil litigation in its self-guiding principles.

State Supreme Court Chief Justice Gerry Alexander, who chairs the Bench-Bar-Press Committee, said, “I think the (BBP) meeting had value even though DSHS probably was a little disappointed in the vote. It’s always helpful if members of the press, bar, and litigants hear each other out. The act of having the dialogue is valuable.”

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Words about our work

Employees, clients, and the public share thoughts on the work we do

Send your thoughts and/or letters from clients to Secretary Dennis Braddock, attention: Letters to *The News Connection*, P.O. Box (Mailstop) 45010, Olympia WA 98504; via e-mail BraddD@dshs.wa.gov



In light of the state and nation's economic downturn, our agency was asked by the Governor's Office of Financial Management to prepare options for 15 percent budget reductions. If all of these reduction options were needed, they would total over \$470 million out of the DSHS state general fund budget of \$3.2 billion for the fiscal year beginning July 1, 2002.

Talking about budget cuts is hard on us all.

- It's hard on our relationships with co-workers.
- It's hard on our relationships with our state and community partners.
- It's hard on our clients who rely on the services we provide.

For many DSHS employees, reductions threaten not only our employment, but also our passion for programs that serve the most fragile and needy in our communities. This makes budget cutting doubly difficult for us. I ask you to remember that there's a long road ahead of us before any decisions are final. Although options are being discussed now, the conversations will continue until the Legislature adjourns next April, and in most cases final decisions won't be implemented until after July.

Because our budget has been increasingly stressed over the last several biennia, future budget cuts will affect fundamental programs and the way we deliver those programs. Fortunately, Gov. Gary Locke has given DSHS flexibility in managing this challenge, rather than resorting to wholesale staff reductions or across-the-board cuts.

While we address this short-term budget shortage due to the economy, we must also recognize the recent trend by the voters to support initiatives that reduce taxes and reduce our long-term financial support. This will require us to constantly assess whether we are delivering effective services efficiently.

Though fiscal uncertainty is a reality during this period of DSHS history, one thing remains clear — the services we provide are very important to the people and communities we serve. Throughout this process we will place a high priority on protecting our most vulnerable clients, protecting the public, and preventing harm.

I know how unsettling budget cuts are. I remind you again that nothing is yet decided and that we have a long road of decision making ahead. We expect staff reductions will be needed. But whatever decisions are made, I am committed to making this process as smooth as we can for all employees as well as for our clients and our partners who help us deliver services.

Editor's note: Some in the public have the impression that for social workers "it's just a job." Here's one foster child's story and what she thinks of her social worker Rick Cansler. Cansler is a social worker 3 with the Division of Children and Family Services' Kelso Office.

June 15, 2001

I am writing this letter in regards to my caseworker, Richard Cansler.

My name is Mary Beth Lupson. I have been in foster care for the last 11 years. I just graduated from Kelso High School with a grade point average of 3.4. I plan to go on to college to become a social worker.

In the last 11 years I have had two caseworkers, Rick Cansler and Susan Eaton. I feel that I am very fortunate to have so few in such a long time. Rick was my first caseworker when I was seven years old. When I was about 12 or 13 I then had Susan Eaton. When I was 15 I was in a guardianship and then got Rick Cansler for the rest of my time in foster care.

Rick has always gone out of his way for me. In second grade I was in a school play. I didn't have a very big part; actually, it was only

five words. But Rick went to the play. All through my growing up Rick has gone to my school activities and been very supportive of me. He has always called to check on me and see how I am doing. Once a month or so he would take me out for ice cream. For my birthday he would take me out to lunch.

Those were small things, but they made me feel special, like someone cared about me. Rick has been very good to me.

In 1994 I was placed in a group home in Spokane, Washington. My normal residence was in Kalama, Washington. I was in the group home for a total of 10 months. During that time, Rick came up to visit me and took me out to lunch. He also called occasionally to check on me.

Around the time of my release, he arranged a party line phone call including him, myself, and the lady who would become my case manager in order for me to be able to ask any questions prior to my release.

As a child growing up in foster care, I have had a lot of problems. Never was I treated unfairly or were

things hidden from me. Rick always told things to me how they were; he did not mask them or hide things from me. I was always allowed to know what was going on with my case. I appreciated that.

One of the most important things to me was my graduation. I have worked long and hard to do well in school. Rick attended my graduation and my party. That really meant a lot to me.

I feel that a supportive caseworker is a big part in a foster child's life. I also believe that having a supportive caseworker has helped me to stay out of a lot of trouble and be the best that I can be.

In conclusion, Rick has always been very supportive of me. I have to say that out of all the caseworkers I have met and heard about, Rick is one of the best a child could ever have.

He has always gone above and beyond for me to succeed in what I do. I feel privileged to have had him as my social worker for such a long time.

Sincerely, Mary Beth Lupson
(Ms. Lupson gave her permission to share her story and name.)

Father expresses gratitude to social worker

Editor's note: The following letter was written to the Child Welfare Services supervisor at the Division of Children and Family Services Port Angeles Office regarding social worker Julie Andrew. Mr. Calisesi gave permission to share his and his son's name.

My name is John Calisesi, and I have just completed dealings with your office for my son. It was the first time I've ever dealt with the social services department, and over the years I have heard quite a few horror stories. So I was leery in the beginning. Thankfully, Julie was the caseworker.

She was absolutely fantastic. She made us feel comfortable in an otherwise unpleasant situation. She responded quickly to every little need and was just a pleasure to work with. I really can't say enough good things about her.

We are deeply grateful to her and we will never forget her.

Personally, I think she deserves an award.

I just wanted to write and let you know what a great job she is doing. I have never written a letter like this before, about anyone, good or bad, so that in itself should say something.

Sincerely, John and Johnny Calisesi

Check out the online employee newsletter

Check out our weekly online newsletter, *Inside DSHS*. Each week we bring you timely information of concern. We continue to share with you department news, plus stories of success, examples of how DSHS workers expertise and compassion has changed peoples' lives, and, in some cases, saved lives. Secretary Dennis Braddock is committed to communicate effectively with the employees of DSHS and to use the strengths of technology to accomplish that. Through *Inside DSHS* we are able to get our news out quicker, plus link you to other online information and resources.

Many of you have taken the time to offer suggestions on how we can make *Inside DSHS* meaningful to you. We've made some changes to the format as a result as well as explored several article ideas. Please continue to share your thoughts and ideas.

Inside DSHS is located on the DSHS Intranet site at <http://DSHSSecretary.dshs.wa.gov/insideDSHS>. You can also reach the newsletter from the DSHS Intranet home page at <http://intra.dshs.wa.gov>.



Find out what the news media is saying about DSHS issues

Articles about DSHS and issues of concern to the department are collected daily from newspapers in Washington state, national newspapers, and selected publications by the Communications Division. These electronic clippings are available on the DSHS Intranet at:

<http://intra.dshs.wa.gov/commrel/newsclips>





Sharing our successes and commitment to reaching beyond the expected to the excellent

Quality DSHS

Six teams improve services through the quality approach

This month we share with you the successes of six DSHS quality teams featured in the most recent Blue Book published by the Governor's Office. Using quality principles and approaches, they are making a difference in improving how we deliver services to our clients across the state.

DAEO HARASSMENT PREVENTION TRAINING PROJECT INCREASES AWARENESS AND REDUCES CLASS TIME

The Division of Access and Equal Opportunity (DAEO) used to offer both Sexual Harassment Awareness and Prevention Training (SHA&P) and NonDiscrimination Training (ND). SHA&P was and is presently required training by DSHS. ND training was previously required but this requirement was dropped in recent years. Attendance at ND training went down although the challenge of discriminatory behaviors still exists.

To meet this challenge the DAEO Training Team integrated SHA&P and ND into one training called Harassment Prevention Training. This one half-day class provides DSHS employees with the needed awareness to comply with the Sexual Harassment Prevention and Non-Discrimination policies. This integrated training has resulted in the reduction in staff time and training costs, and also raised employees’ awareness in sexual harassment and discrimination.

Results

- Provided enhanced awareness and prevention information in both subjects.
- The integrated class enabled more employees to receive critical information.
- Increased compliance with policies and avoided lawsuits.
- Reduced training time for employees and trainers by a total of 1,964 hours.
- Reduced training costs by \$4,370 per year for DSHS programs and saved \$1,671.90 in trainers’ travel costs.

Team members: Massey Bentz, Sonja Bogan, Frances Bailey, Jane Fellores, Jana Matthews, Lucia Neilson and Kammy Haddon

JUVENILE REHABILITATION ADMINISTRATION DEVELOPS MEANINGFUL AND VALID PERFORMANCE MEASURES

The Juvenile Rehabilitation Administration (JRA) Meaningful Measurements Team (M&M Team) was chartered to develop and recommend meaningful and valid performance measures for each of the administration’s Strategic Plan Goals. This was a new and innovative approach to performance measure development designed to be inclusive and move the administration toward outcome based measures.

In tackling this task, the M&M Team involved as many customers and stakeholders as possible in the development of the measures. We believe that measures should describe JRA based on the information we derive from our stakeholders and clients. In addition, the measures should have a meaningful relationship to the day-to-day business of our employees, should be valid, and should reflect the positive achievements of the administration’s work.

Results

- Improved customer focus. Over 150 stakeholders participated in focus groups through out the state. In addition, over 3,000 surveys were distributed for measurement input.
- Increased stakeholder and customer awareness of JRA mission,

- goals and operations as a result of information sharing at focus groups.
- Provides a basis to improve evaluation in order to identify program/service success and communicate those achievements internally and externally.
 - Enhances implementation and utilization of JRA’s Strategic Plan.
 - Provides an example of a successful stakeholder/customer involved process that can be duplicated within JRA or by an organization.

Team members: Cindy Blue, Cheryl Colglazier, Candy Curl, Leslie Graham, Joe Kabel, Esther Palma, Trent Phillips, Sid Sidorowicz, Debbie Spoonhoward, Harold Snow, Solomon Uwadiale, Bernard Williams

EARLY WARNING PROTECTS VULNERABLE ADULTS

The law, which required the reporting of abuse of vulnerable adults, was changed in July 1999. There was great disagreement among stakeholders on the interpretation and implementation of the new law. In addition, there appeared to be a lack of reporting of abuse among certain provider groups.

Focus groups were convened in many areas of the state with a broad array of stakeholders. The groups achieved consensus and participated in writing guidelines for implementing the law. A training package and supportive materials were developed based on the recommendations of the focus groups.

Results

- Perspectives of diverse stakeholders were included in the interpretation and implementation of the new law.
- Educated the community on how and when to report abuse of vulnerable adults.
- Increased calls reporting abuse and neglect of vulnerable adults by 17 percent in the months following the training.
- Consistent enforcement of mandatory reporting requirements by Residential Care Staff.
- Increased statewide safety net for vulnerable adults.
- Developed a training package that will be used for ongoing training with DSHS regulators, new staff, and the community at large.

Team members: Providers & Stakeholders - Janet Adams, Patti Barber, Jennifer Boharski, Mark Buckley, Donna Cobb, Naomi Cummings, Bill Day, Martha Ehman, Dan Fruichantie, Kary Hyre, Jan Kavadas, Jeff Larsen, Kathy Marshall, Debbie Murphy, Bruce Reeves, Betty Schwierterman, Janell Shardelman, Carol Silva, Tom Stanley, Harry Steinmetz, Laurie St. Ours, Nancy Watkins. DSHS Staff - Patricia Lashway, Jan Thomson, Lori Melchiori, Irene Owen, Glen Knepper, Robert Stroh, Denny McKee, Stacy Winokur, Annette Curry, Ken Luthy, Pat Bossert, Tom Farrow, John Gaskell, Melanie Johnson, Bill Moss, Larita Paulsen, John Piacitelli, Sheldon Plumer

REDUCING STRESS AND TURNOVER IN REGION 4

The Division of Developmental Disabilities Region 4 State Operated Living Alternatives (SOLA) program had ongoing problems scheduling coverage for the 24-hour pager.

The SOLA provides 24-hour staff support to 51 clients in locations throughout King County. In order to ensure that appropriate staffing ratios are maintained, an attendant counselor manager is scheduled to be on stand-by during nonbusiness hours, 7 days a week to answer the pager.

The volume of calls received by the managers assigned to the pager were excessive, and the number of consecutive days managers were required to carry the pagers contributed to manager burnout, and job dissatisfaction. These issues contributed to high manager turnover.

Using quality principles continues to result in better services

(Continued from page 3)

Guidelines were established by the team that define clear lines of authority and when to call the Staffing Pager, the Administrator pager, or the Staffing Residential Services Coordinator. The team also established a pager coverage schedule that is the least disruptive for the workload and a coverage schedule for staff vacations and sick leave. The volume of calls has significantly decreased and managers are reporting a tremendous increase in job satisfaction and significantly increased productivity.

Results

- Reduced the number of unnecessary calls to the pager by 35 percent.
- Reduced the average number of hours spent on unnecessary calls from 4.8 hours to .2 hours per month.
- Reduced the manager turnover from 50 percent to zero percent by reducing stress and improving the quality of work life for managers.
- Increase in productivity reported by managers and staff.

Team members: Allison Heaton, Cheryl Leonard, Cathy Niva, Kellie Derum, Sonja Pate, Deb de Kruif (team leader), Nancy Hammil, Colleen Frombach, Martha Gluck (QI facilitator)

TEAMWORK SPEEDS RETURN HOME FOR NURSING FACILITY RESIDENTS

When Aging and Adult Services Administration initiated a statewide mandate to reduce the number of Medicaid clients in nursing facilities, some Region 4 Home and Community Services (HCS) staff had a problem.

Staff assigned to King County nursing facilities with a high proportion of Medicaid residents found it difficult to plan effectively for both the large number of new admissions and long-time residents. A special team of two social workers and a community nurse consultant was formed to help.


First, the team assessed all Medicaid residents. Then they helped relocate those who could return to community living without delay. And finally, staff developed discharge plans for the others able to return to the community with assistance. Case managers followed up on the remaining resident discharge plans.

The team developed an information grid showing 12 care specialties (e.g., Mental Health, Ventilator Care, Respite) for 78 King County nursing facilities. This grid was posted on the HCS Region 4 Intranet for staff reference. For each of the nursing facilities, the team ranked the potential for HCS activity on a five-point scale and then made recommendations for staffing and work time allocations. The team developed a procedure for using the services of Independent Living staff to help nursing facility residents locate and move into community rentals.

Results

- Assessed 573 Medicaid residents in nine facilities between January and June 2000. Fifteen of these residents were relocated into the community and developed discharge plans for follow up with an additional 24.
- Saved approximately \$276,000 in service costs with this team effort.
- Saved over 600 hours in staff time and was dedicated to helping other residents return home and less restrictive settings.
- The team's active presence signaled to both nursing facility staff and residents that Aging and Adults Services Administration is committed to expanding client options and providing services in the least restrictive setting.

Team members: Mary Craves-Hollands, Mike Ejiawoko, Michael Johnson, Lisa Merry, Janice Lee



Sharing our successes and commitment to reaching beyond the expected to the excellent

Each of the eight administrations has steering committees to assist in leading the department's efforts to continue providing quality services to the residents of the state of Washington. For more information on the quality improvement activities occurring throughout the department, contact Alice Liou, internal quality consultant, at (360) 902-7783 or e-mail at LiouAH@dshs.wa.gov@dshs.wa.gov

INNOVATIVE FINANCIAL WEB PAGE SAVES STAFF TIME

Financial workers had to look at many different Web sites while determining financial eligibility. This took a good deal of time and staff found it difficult to remember sites locations. Many sites had been saved as "favorites," but this also forced staff to scroll through all of their favorites to find the correct site.

A team of financial workers and the information technology specialist developed a one-page Web site for financial staff that would house the most often used sites. This Web page includes a variety of frequently used sites and manuals for verifying income or resources. The new Web page also allows financial staff to open as many of 15 sites without losing their access to the primary program used in determining eligibility.

Results

- A user-friendly Web site encouraged the use of the Internet-Intranet information.
- Staff spent less time looking for the appropriate Internet site.
- Improved accuracy and quicker processing of applications with the use of the Internet.
- Saved 693 hours in financial worker time each year.

Team members: Chuck Johnson, Judi Jeffreys, Maryann Risenhoover, Sande Nielsen, Diane Storms, Rick Iddings, Annie Vasquez, Corina Garza

Enter the Secretary of State Productivity Board's Winter Contest

Your innovative ideas may be rewarded! Enter the Secretary of State Productivity Board's Winter Contest, and you may win a surprise gift. The top five most innovative, individual and team suggestions to help agencies save and make money will win. To qualify, just enter your idea during December of 2001 and January of 2002.

Who qualifies: All state employees who (as individuals or teams) submit useful and well-researched ideas for the office. These suggestions help government agencies save and earn money. Ideas are entered through the Employee Suggestion Program (Brainstorm) or the Teamwork Incentive Program (TIP). A TIP team may not exceed 10 members.

The Employee Suggestion (Brainstorm) Program provides cash incentives and special recognition for individual ideas to save the state money, generate revenue, and/or enhance services within state government. Suggesters receive 10 percent of actual first year net savings and/or revenue (maximum \$10,000 per award) for eligible Brainstorms. Recognition is given for suggestions with intangible benefits, that are cost-avoidance, or when savings cannot be identified.

The Teamwork Incentive Program (TIP) provides cash incentives for teamwork! With the agency head's approval, teams may apply to receive up to 25 percent of the actual net savings and/or revenue (maximum \$10,000 per person) directly resulting from the TIP team project.

To enter, see go to the Web site at: <http://www.secstate.wa.gov/pb/state.asp> or contact the Productivity Board office at: (360) 753-3174. For more information, contact Solomon Uwadiale, agency program liaison, at (360) 664-5859.

Diversity Calendar

Each month *The NewsConnection* features special dates, provided by the Division of Access and Equal Opportunity. If you have a special date you would like included in the next calendar, e-mail Patte King at Kingpl@dshs.wa.gov. Not all dates can be included due to length constraints.

DECEMBER

UNIVERSAL HUMAN RIGHTS MONTH

1	US: Rosa Parks Day
2	Christian: Advent
9	Hanukkah (sundown)
10	UN: Human Rights Day
12	Kenya: Independence Day
13	Sweden: Santa Lucia Day
15	US: Bill of Rights Day
	Eid Al-Fitr (sundown) Islamic
16	South Africa: Reconciliation Day
22	Winter Solstice
25	Christmas Day
26	Kwanzaa begins
31	New Year's Eve

JANUARY

1	New Year's Day
	U.S. African-American Emancipation Day
4	Isaac Newton's Birthday
5	George Washington Carver's Birthday
13	Togo: Liberation Day
15	Martin Luther King's Birthday
17	Benjamin Franklin's Birthday
20	Brazil: San Sebastian's Day
21	Martin Luther King Jr. Holiday
26	New Zealand: Auckland Day
26	India: Republic Day
30	Jackie Robinson's Birthday
31	13th Amendment Abolishes Slavery

Governor honors managers for sustaining leadership

Editor's note: Each year, Gov. Gary Locke honors selected managers for their "sustaining leadership." This year, three DSHS managers were honored.

Katherine Leitch

Assistant Secretary for Aging and Adult Services Administration



Kathy is a consummate professional. Her participatory leadership style, commitment to excellence, and hard work have brought about significant and lasting improvements in the quality, safety, and long-term care services in Washington State.

In 1993, the nursing facility census was rising and clients had limited choices. Kathy led staff to increase the array of home and community residential services.

Her vision and inspiration fostered the development of new and better ways to help 4,300 nursing home residents return to more independent living. She made this vision a reality, saved the state money, and gave clients new options for independent living.

Kathy can bring a complex strategic plan to life. She was a forerunner in providing clients one-stop shopping for financial and service eligibility. Kathy provided the vision and impetus to improve the quality and safety of all long-term care services from nursing home to home care through standardized provider training, improved abuse reporting, and higher standards for quality of care, safety, and clients' rights.

Washington State is recognized nationally as a leader in providing broad, quality long-term care services. Kathy deserves much of the credit for this national reputation and for improving the lives and quality of care for thousands of vulnerable citizens.

Linda Rolfe

Acting Director of the Division of Developmental Disabilities

Linda has worked in positions of responsibility and leadership in this field for over 30 years. Her philosophy and commitment have inspired countless others to become actively involved in the development of statewide programs for persons with developmental disabilities.

As an administrator in community services, Linda established working cultures in which each employee's individual gifts were recognized and honored.

She consulted persons with developmental disabilities and their families in decision-making processes and worked to build partnerships with others mutually involved in supporting persons with disabilities. She sought to make the community an inclusive place for all citizens.

One of her most significant contributions was the development of the "Residential Service Guidelines." They have passed the test of time and remain viable today in establishing standards for services for people with disabilities. They are the foundation of quality assurance throughout the developmental disabilities system and they have received national acclaim.

Lois Nicholas

Regional Administrator, Juvenile Rehabilitation Administration



Lois is a leader who believes we can impact the lives of the youth and families we serve by engaging stakeholders; building partnerships; developing a strong, committed, well-trained staff team; providing quality treatment services; and setting clear goals that focus on positive outcomes for youth, families, and communities.

Lois has provided leadership in implementing innovative, research-based programs for juvenile offenders. Her region was the first to develop a work crew and day-reporting program for youth who did not have basic work ethic skills and who could not get back into public school. In 2000, this work crew provided approximately 972

hours of free labor to a local neighborhood.

The region was also awarded a five-year federal grant to implement a mentorship program for City of Seattle youth. This program received national recognition and a visit from the director of the federal Office of Juvenile Justice and Delinquency Prevention and U.S. Attorney General, Janet Reno. Lois encourages and supports team building among her staff.

In recognition of her efforts, the Juvenile Rehabilitation Administration Region 4 Local Diversity Committee wrote a letter of appreciation, thanking her for creating an atmosphere of acceptance of professional and personal growth and stated, "We, as a staff team, are proud and privileged to work here."

Enthusiastic Pan Africans focus of hiring event

By Frances Carr, Community Relations, Economic Services Administration, Region 4

The brown, amber, cinnamon, ebony, smiling faces swathed in brightly colored head coverings that draped the shoulders in flowing, graceful, multi-colored fabrics (red, blue, green brown, black, gold, yellow, orange) said it. This was a different WorkFirst Hiring Event. This occasion spoke not only of "getting a job, a better job, a career," it spoke of a changing America.

It spoke of a new group of citizens (Somalian, Ethiopian, Eritrean, Sudanese and other Pan Africans) looking to become a part of the American dream – gainful employment, home ownership, getting a good education for their children, good health and social services, realizing a good quality of life.

Excitement about the event permeated the air as employers, skillful interpreters and clients communicated about job opportunities. This was a real cross-cultural commute that offered hope for the future!

Two Hundred and Fifty!

Yes, 250 clients participated in the WorkFirst and WorkPlus Pan African Hiring Event held at the Burien Community Service Office on Oct. 17.

The event was advertised from 1-4 p.m., but by 2:30 p.m., 250 eager job seekers had entered the Burien Conference Room to talk

with potential employers representing: Kindercare, Puget Sound Opportunities Industrialization Center (OIC), United Parcel Service (UPS), Group Health, South Seattle Community College, Highline

Community College, Seattle Vocational Institute (SVI), Domestic Abuse Women's Network (DAWN), The Cannon House, and Amicable Health.

The Burien Community Service Office (CSO) in partnership with West Seattle, Renton and Rainier CSOs hosted the event as part of their Local Area Planning objectives.

While focus was on the Pan African community, all clients TANF and nonTANF were invited to participate. A special effort was made, however, to work with the Pan African community in the area of job search because there are large numbers of this population and Limited English Proficiency (LEP) clients in the Burien, West Seattle, Renton, and Rainier catchment areas.

Employers said it was a good experience and offered a good learning opportunity on how to better serve clients and job seekers requiring special needs.

Linda Williams, Burien administrator and Michael St.Clair, Hiring Event organizer, commended the work of Barbara Raucci, job developer with the Washington State Employment Security Department, who was instrumental in assuring the success of the Hiring Event.

"I am very excited about DSHS providing this hiring fair. It is really needed. It is so good to see the people!"
— words interpreted from a Somali Woman participant

Bench-Bar-Press panel...

(Continued from page 1)

"Your director (Secretary Braddock) had the ear of a lot of journalists he ordinarily would not have had, and they had his; and I think it was valuable for everyone concerned. I think the dialogue is always healthy," he said.

Scott Wilson, publisher of the Port Townsend Leader and president of the Washington Newspaper Publishers Association, said, "I am glad we had the discussion; and the media has to be reminded what impacts our coverage have on people, either private citizens or state employees, and that (those) impacts can be substantial. But I don't favor having restrictions on legal matters, pretrial or during the trial, (on what) the media can cover."

Secretary Braddock told *NewsConnection*, "The discussion about ensuring fairness in civil cases has been healthy, but it shouldn't overshadow the fact that, on a daily basis, reporters across our state work successfully with DSHS staff and with DSHS business and community partners to provide factual information to their readers, listeners, and viewers."

He added, "While I have concerns about the tactics of some attorneys in using the news media to make assertions that they can't substantiate in court, DSHS has received a great deal of balanced and factual news media coverage during the past year and a half."

He said, "One of my highest priorities, for myself and for DSHS, is to continue to be accessible to the news media, and to be the first and best source of information about our business. In the months ahead, we will also do everything we can to help the news media provide balanced and factual coverage when they decide to cover lawsuits involving DSHS."

The Bench-Bar-Press Committee includes representatives from the state bar, judiciary, and news media. The committee said it works to accommodate, as much as possible, the tensions between the constitutional values of "free press" and "fair trial" through educational events and relationship building.

The committee has a set of voluntary principles for attorneys and journalists to consider when making pretrial public statements involving criminal cases.

Secretary Braddock's proposal for the Bench-Bar-Press to consider including civil litigation in its voluntary principles was supported by the Washington Defense Trial Lawyers, the Washington Association of Prosecuting Attorneys, the Washington State Association of Counties, and the Association of Washington Cities.

For more information about the Bench-Bar-Press Committee, see the DSHS Internet home page, or go directly to this Web site: <http://www.dshs.wa.gov/geninfo/benchbar.html>.

Colleagues donate over \$17,000 to honor coworker, friend

Colleagues and friends of Gary L. Reynolds have donated \$17,410 to the Gary L. Reynolds Spirit Endowment Fund at Reynold's alma mater Central Washington University.

Reynolds, a longtime DSHS employee, died in his Olympia home Oct. 6, surrounded by family after a two-year battle with brain cancer. He joined the department in 1979, when he began working as a Certification Specialist for the then Bureau of Alcohol and Substance Abuse. He worked in that capacity until 1982 when he left state government for two years to become co-founder of First Step, a successful private alcoholism treatment center. Reynolds returned to the Division of Alcohol and Substance Abuse (DASA) in 1984 and worked in several capacities: as Training Director, DASA Administrator for Region 6 and Region 1, Field Operations Supervisor, Special Projects Coordinator for the director, and as Policy Manager in the Certification Section.

During the course of Gary's career, he won many honors for his commitment to public service and the chemical dependency treatment field.

The family requests that memorial donations be made to Central Washington University Foundation, Gary L. Reynolds Spirit Endowments, 400 E 8th Ave, Ellensburg, WA 98926.

A familiar division changes name and enhances mission

On Oct. 1, the Employee Services Division became the Human Resources Division. The mission of the Human Resources Division is to recruit, develop and retain a high performing and diverse workforce for DSHS.

In the next several months the division will complete a comprehensive human resource plan that will serve as the road map for human resources within the department. The division plans to improve on its services in all areas to ensure managers and supervisors have the best human resources tools available. Look for changes in training, personnel payroll and personnel operations in the near future, said Phil Wozniak, acting director of HRD.

The acting director welcomes your suggestions on human resources, which you can send either through e-mail or by calling him at (360) 664-5861.